

BEFORE THE

Illinois Commerce Commission

DOCKET NO. 00-0042

IN THE MATTER OF:

MASON COUNTY, ILLINOIS

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COMMERCE COMMISSION

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BEFORE THE
ILLINOIS COMMERCE COMMISSION

MASON COUNTY, ILLINOIS) DOCKET NO.
) 00-0042
Petition for approval of a 9-1-1)
Emergency Telephone Number System.)

Springfield, Illinois
February 14, 2000

Met, pursuant to notice, at 10:00 A.M.

BEFORE:

MR. LARRY JONES, Examiner

APPEARANCES:

MR. GREGORY JAMES GRIFFIN
102 East Market
Havana, Illinois 62644

(Appearing on behalf of Petitioner)

MS. JULIE LAMBERT
416 Margaret Street
Pekin, Illinois 61554

(Appearing on behalf of Gallatin River
Communications)

SULLIVAN REPORTING COMPANY, by
Cheryl A. Davis, Reporter, #084-001662

1 APPEARANCES: (Cont'd)

2 MS. MARC1 SCHROLL
3 Assistant 9-1-1 Program Director
4 527 East Capitol Avenue
5 Springfield, Illinois 62794

6 (Appearing on behalf of the Staff of the
7 Illinois Commerce Commission)
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I N D E XWITNESSESDIRECT CROSS REDIRECT RECROSS

GREGORY JAMES GRIFFIN

By Ms. Schroll 7

By Examiner Jones 27

JULIE LAMBERT

By Ms. Schroll 32

By Examiner Jones 37

MARC1 SCHROLL 39

EXHIBITSMARKEDADMITTED

Petitioner's 1, 2, 3

4

41

PROCEEDINGS.

(Whereupon prior to the hearing Petitioner's Exhibits 1, 2, and 3 were marked for identification by the Court Reporter.)

EXAMINER JONES: On the record.

Good morning. This is a hearing in Docket 00-0042, Mason County, Illinois, petition for approval of a 9-1-1 Emergency Telephone Number System.

We'll start off by taking the appearances orally for the record, and in doing so please give us your name, business address, and business phone number. Let's take the appearances first on behalf of Mason County, Illinois.

MR. GRIFFIN: Gregory James Griffin. I'm the Chairman of the Mason County ETSB. My office address is 102 East Market, Havana, Illinois 62644. The phone number of the office is (309) 543-3758.

EXAMINER JONES: And your last name is spelled G-R-I-F-F-I-N. Is that right?

1 MR. GRIFFIN: Yes, it is.

2 EXAMINER JONES: Okay. Thank you.

3 Other appearances?

4 MS. SCHROLL: On behalf of Staff of the Illinois
5 Commerce Commission, **Marci** Schroll, S-C-H-R-O-L-L,
6 Assistant 9-1-1 Program Director, 527 East Capitol
7 Avenue,, Springfield,, Illinois. 'My phone **number** is
8 **(217) 524-5052.**

9 EXAMINER JONES: Thank you.

10 Are there any other appearances to be
11 entered for **the** record?

12 MS. **LAMBERT**: Julie Lambert with Gallatin River
13 Communications. My business address is 416 Margaret
14 Street, Pekin, Illinois 61554, phone number
15 **800-305-8846.**

16 EXAMINER JONES: Okay. Could you spell your
17 last name for the record, please?

18 MS. **LAMBERT**: L-A-M-B-E-R-T.

19 EXAMINER JONES: Thank you.

20 Are there any other appearances for the
21 record? Let the record show there are not.

22 It is my understanding that Ms. Schroll has

1 some questions for Mr. Griffin and perhaps others.

2 Is that right?

3 MS. SCHROLL: Yes.

4 EXAMINER JONES: Do you believe that's the
5 simplest way to proceed, to just swear in Mr. Griffin
6 as a witness and you can proceed with your
7 questions?

8 MS. SCHROLL: That would be fine with Staff.

9 EXAMINER JONES: Okay.

10 All right, sir. Let's go ahead and have
11 you stand and raise your right hand to be sworn. You
12 can remain seated where you're at as long as everyone
13 can hear you okay.

14 (Whereupon the witness was
15 sworn by Examiner Jones.)

16 EXAMINER JONES: Okay. You may be seated.

17 I'll tell you what. Go ahead and identify
18 yourself again for the record, this time as a
19 witness, and then at that point we'll see what the
20 questions are.

21 MR. GRIFFIN: My name is Gregory James Griffin.

22 EXAMINER JONES: All right. You're the same

1 Mr. Griffin who entered an appearance a couple of
2 ninutes ago. Is that correct?

3 MR. GRIFFIN: Yes, I did.

4 EXAMINER JONES: Ms. Schroll, do you have some
5 questions for Mr. Griffin?

6 MS. SCHROLL: Yes, I do.

7 **GREGORY JAMES GRIFFIN**

8 called as a witness on behalf of the Petitioner,
9 having been first duly sworn, was examined and
10 testified as follows:

11 EXAMINATION

12 BY MS. SCHROLL:

13 Q. Mr. Griffin, do you have any documents
14 that you would like to enter into evidence at this
15 time that were not filed with your application
16 originally?

17 THE WITNESS:

18 A. Yes, I do.

19 Q. Would you like to present those at this
20 time and explain each one for the record?

21 A. Yes, I would. There are three contractual
22 agreements. The first one is between the Mason

1 County ETSB Board and Cass County. The second is a
2 contractual agreement with the Mason County ETSB
3 Board and Logan County.

4 Q. Okay.

5 A. And the third is a contractual agreement
6 between Mason County ETSB and the Tazewell County
7 ETSB.

a MS. SCHROLL: Mr. Hearing Examiner, how would
9 you like to mark these exhibits?

10 EXAMINER JONES: The contract between Mason and
11 Tazewell will be Petitioner's Exhibit Number 1. The
12 contract between Cass and Mason Counties will be
13 Petitioner's Exhibit Number 2. The contract between
14 Mason and Logan Counties will be Petitioner's Exhibit
15 Number 3.

16 MS. SCHROLL: Okay.

17 Mr. Griffin, we'll get into the specifics
18 of those agreements a little later on in my line of
19 questioning, if that's okay with the Examiner.

20 Q. Okay. Can you please summarize the
21 planning stages of how the system will operate?

22 A. The ETSB Board, we started our project

1 approximately ten years ago, and so due to the lack
2 of funding to go Enhanced right off the bat we chose
3 to do a Basic system.

4 In the course of time we had several
5 obstacles that we had to overcome as far as where to
6 put the backup PSAP, so we started out in Havana, and
7 due to the requirements at that time we had to change
8 to try to use other communities, such as Tazewell,
9 Fulton County, and Logan County, anyone else that had
10 a 24-hour dispatch to try to host -- be our host for
11 our backup PSAP. We had even looked at state police
12 headquarters. All these expenses were more than our
13 board could handle, and finally last year we were
14 able to go back to using the Havana Police
15 Department, which has 24-hour dispatch, as our
16 backup. That's basically where we're at today.

17 Q. But you've gone through the referendum
18 process and readdressing your county?

19 A. Yes, we have.

20 Q. Will there be a name for your system?

21 A. Yes. It's the Mason County 9-1-1.

22 Q. Where is the location of your primary

1 SAP?

2 A. It's actually -- it's in the Mason County
3 heriff's Department's Dispatch Center, but there's
4 ctually two PSAPs. We didn't just use a backup. We
5 reated another PSAP in Havana.

6 Q. So you have two primary PSAPs.

7 A. We have two primary.

8 Q. One in the Mason County Sheriff's
9 epartment and one in the Havana Police Department?

10 A. Yes.

11 Q. And am I correct in saying, according to
12 'our application, that the Mason County PSAP will
13 ake all of the county 9-1-1 calls?

14 A. Yes, that's correct.

15 Q. And then the city of Havana calls will be
16 irected to the Havana PSAP?

17 A. It will be selected routed out in the city
18 imits of Havana.

19 Q. Okay. Do these PSAPs serve any other
20 urpose than 9-1-1?

21 A. The sheriff's department does -- they
22 onduct sheriff business over the phone. It's a

1 correctional facility. The city of Havana also has a
2 fire station in the same facility, but the
3 dispatching is done -- of both places the dispatching
4 is separated from the rest of the operation.

5 Q. How many positions do you have at each of
6 these PSAPs?

7 A. In Mason County we have three and the city
8 of Havana has two.

9 Q. Do you have a backup, an overflow
10 agreement, between the Mason County Sheriff and the
11 Havana Police Department?

12 A. Yes, we do.

13 Q. Will the critical areas of both the
14 primary PSAPs have adequate physical securities to
15 provide against malicious disruption of service?

16 A. Yes, they do.

17 Q. Can you kind of explain a little bit about
18 your security?

19 A. Right now in both facilities they have
20 electric locks on all the doors entering into the
21 building, but mainly into their PSAP they have the
22 same where the actual equipment is. All the windows

1 have been replaced into the bulletproof glass. All
2 the doors have been replaced with steel doors.

3 Q. Okay. Will both the PSAPs operate 24
4 hours a day, 7 days a week?

5 A. Yes, they will.

6 Q. Are both PSAPs capable of receiving **ALI**,
7 **A-L-I**, and **ANI**, **A-N-I**?

8 A. Yes, they are.

9 Q. If all 9-1-1 lines are busy, is an
10 overflow -- can each PSAP overflow to each other?

11 A. Yes, they will automatically.

12 Q. Are there Teletypewriters at both the
13 primary PSAPs?

14 A. Yes, there is.

15 Q. Will TTY calls have access to 9-1-1?

16 A. Yes, they will.

17 Q. Will management provide adequate training
18 for PSAP personnel including TTY training?

19 A. Yes, they have.

20 Q. Can you briefly explain your training?

21 A. We hired -- Emergetech was the company,
22 the vendor, who sold us the company, so we contracted

1 with the vendor to train the personnel on how to
2 operate it. The rest of the training has to do with
3 our procedures in answering the call, the same
4 protocol that you would do with any other call. You
5 would answer a 9-1-1 call by voice. You would still
6 do it the same way basically with TTY whenever
7 they're direct typing.

8 Q. But they have been trained on how to use
9 the machine.

10 A. Yes. That's what we had the vendor do.

11 Q. Can you approximately provide me the
12 number of access lines in your proposed 9-1-1 system?

13 A. Oh, it's probably 7,886, or has it
14 changed? Okay. Right now we're at 8,934.

15 Q. Okay. Oh, and I skipped a question. What
16 is the approximate population of your proposed 9-1-1
17 system?

18 A. Eighteen thousand people.

19 Q. Are there any network connections exempt
20 from the 9-1-1 surcharge besides those network
21 connections located within the corporate limits of
22 the county?

1 A. No, there isn't.

2 Q. Do you have any "no man's land" in your
3 proposed system?

4 A. No, we do not.

5 Q. All right, Mr. Griffin, what I'd like to
6 do at this time is to get into a little bit more
7 detail in your application when you're talking about
8 some of your opt-outs and the exchanges that you're
9 opting out and the possibility of your county serving
10 any persons outside your county, and could you
11 provide us with an explanation, a detailed
12 explanation of what Mason County intends to do and
13 get into detail on the contracts that you filed with
14 us today?

15 A. You want to start off with the contracts
16 and just step through with each vendor?

17 Q. That would be fine.

18 A. Or I mean with each county?

19 Q. That would be fine.

20 A. The one that's marked Exhibit 1 is a
21 contract with Tazewell County. Right now we take all
22 of the 968. Some of those -- many of the phone lines

1 are in Tazewell County. We take all of those right
2 now.

3 Q. The 968 is what exchange?

4 A. Manito Exchange.

5 Q. Okay. Do you know approximately how many
6 customers there are in that exchange?

7 A. About 1,500.

8 Q. Okay. Go ahead and continue.

9 A. Any other questions on this?

10 Q. In that agreement with Tazewell I also saw
11 that Mason County will also be providing service to
12 customers in the San Jose Exchange.

13 A. The 247 exchange will also be taking those
14 that are in Tazewell County and providing them
15 Enhanced.

16 Q. So Mason County will be providing
17 residents that live in Tazewell County in the Manito
18 and the San Jose Exchange with Enhanced 9-1-1
19 service.

20 A. Yes, we will.

21 Q. Can you tell me approximately how many
22 customers are in the San Jose Exchange?

1 A. 417.

2 Q. Okay.

3 A. The next exhibit is 2 which is a contract
4 with Cass County Emergency Telephone System Board,
5 and that exchange is around 70, 73 customers that
6 live in Mason County that are served by the
7 Chandlerville Exchange. When we turn on to Enhanced
8 we plan to give everyone in the county except the
9 Chandlerville Exchange Enhanced 9-1-1 and leave them,
10 the 73 people, at Basic until Chandlerville comes on
11 sometime this year with Enhanced.

12 Q. You mean Cass County?

13 A. Cass County. I'm sorry. It's the
14 Chandlerville Exchange.

15 Q. So the 73 customers that reside in Mason
16 County in the Chandlerville Exchange will receive
17 Basic 9-1-1 service from Mason County?

18 A. They will continue to have Basic until the
19 Cass County Chandlerville Exchange goes Enhanced.

20 Q. And then at that time Cass County will
21 serve those customers?

22 A. Yes, they will.

1 Q. Okay. When I refer back to the narrative
2 in your application, this confuses me a little bit.
3 It says in the Chandlerville Exchange the vast
4 majority of subscribers are located in Cass County.
5 Cass County is in the final stages of its
6 implementation. When both systems are on line, the
7 Mason County residents who have telephone service in
8 Chandlerville Exchange will have their 9-1-1 calls
9 answered by Mason County. Is this an incorrect
10 statement in your narrative?

11 A. You're saying that when we --

12 Q. Oh, so this is saying -- this is just
13 during the initial cut that Mason County will handle
14 those customers' Basic.

15 A. Basic.

16 Q. Okay. Okay. But your narrative doesn't
17 go on to explain that eventually when Chandlerville
18 goes on line, that Chandlerville will take those
19 customers over.

20 A. Yes.

21 Q. Or that Cass County will take those
22 customers over.

1 A. Yes, they will.

2 Q. Okay. Okay. That's where I needed
3 clarification.

4 So let me just reiterate. Mason County
5 will provide Basic 9-1-1 service to the 73 customers
6 in the Chandlerville Exchange until such time that
7 **Cass** County 9-1-1 goes on line, and then Cass County
8 will serve those 73 customers in Mason County with
9 Enhanced 9-1-1 service.

10 A. Yes.

11 Q. Okay. Do you have an idea when Cass
12 County will be going on line?

13 A. We were told sometime in '99; or I'm
14 sorry; in 2000.

15 Q. All right.

16 A. Petitioner's 3, Exhibit 3, is the
17 agreement between Mason County and Logan County
18 ETSB. In the agreement the phone numbers in the 247
19 exchange of San Jose will be taken care of by Mason
20 County, and these are the areas specifically of **GTE's**
21 in New Holland, Middletown which has three of them,
22 Greenview that has zero.

1 Right now we're just -- those that go into
2 Logan County, Logan County is taking care of, and
3 those that are in Mason County where the exchange is
4 in Mason County, we're taking the calls.

5 Q. So the agreement between Mason County and
6 Logan County -- let me make sure I understand. Mason
7 County has agreed to answer calls for the San Jose
8 Exchange that is in Logan County, customers that are
9 in the San Jose Exchange.

10 A. Yes. In the community of San Jose the
11 county line goes through the middle of the community,
12 so we are taking those calls that are on either side
13 of the line in the 247 exchange and answering those
14 calls with enhanced.

15 Q. Okay. And, in return, Logan County will
16 be answering calls in the Mason County South Holland
17 Exchange?

18 A. New Holland.

19 Q. New Holland. I'm sorry.

20 A. Which at this time there isn't any.

21 Q. There are no customers.

22 A. No customers there. They're taking care

1 of Middletown which is only three and then Greenview
2 which there are zero, and all three of these
3 communities are not in Mason County.

4 Q. Mr. Griffin, were you aware that this
5 agreement between Mason County and Logan County
6 doesn't mention Middletown, the Middletown Exchange?

7 A. No. I'm sorry. I didn't.

8 Q. And Mason County was not planning on
9 taking these three customers from the Middletown
10 Exchange.

11 A. Not at this time.

12 Q. Were there plans to obtain another
13 cooperative agreement with Logan County to include
14 these customers as well?

15 A. We can make the changes so that it does
16 address that.

17 Q. What I'm trying to get at is that the
18 agreement only addresses the New Holland Exchange.
19 It does not address Middletown or Greenview,
20 Middletown having three access lines and Greenview
2 1 having zero. I'm just concerned that these three
22 customers are served according to whatever agreements

1 have been set up between Logan County and Mason
2 County.

3 A. They will continue to be served by Logan
4 County right now.

5 Q. Is it a possibility that Mason County
6 could obtain this agreement and supply it as some
7 type of or some form of a late-filed exhibit?

8 A. Yes, 'it is.

9 Q. Okay. We'll move on for the rest of my
10 line of questioning.

11 Will the **PSAPs** maintain a log of the 9-1-1
12 system's operations?

13 A. Yes, they will.

14 Q. Will PSAP management make available to the
15 Commission such records as may be required if a
16 review of the system becomes necessary?

17 A. Yes, we will.

18 Q. Does the PSAP have written procedures for
19 tracing calls for the proposed 9-1-I system?

20 A. Well, on the tracing calls right now, you
21 have the information once you've picked up the
22 phone. With the enhanced system you would. Now if

1 you're talking about the system that's running right
2 now, yes, we do, on the basic.

3 Q. In a situation where for some reason you
4 don't receive -- you get a garbled **ANI** or **ALI**, would
5 you have the procedures available to trace that call
6 if you needed to? Or may I rephrase the question?
7 Will you work with the telephone company to set up
8 those procedures?

9 A. Yes, we will.

10 Q. Will the PSAP management develop
11 procedures for providing 9-1-1 service in the event
12 that critical functions of the PSAP are partially or
13 totally disabled due to natural or man-made
14 disasters, including call box procedures?

15 A. Yes, we have.

16 Q. Will PSAP management provide a copy of all
17 procedures to this agency for 9-1-1 emergency
18 contingency plans, call trace, and call repair prior
19 to going on line?

20 A. Yes, we could.

21 Q. Is there a cell site in your area that
22 would result in cellular 9-1-1 calls arriving at your

1 PSAP?

2 A. There is three cell sites, but at the
3 present time they're not connected to us.

4 Q. After hours who are PSAP personnel to
5 contact for equipment maintenance and service
6 personnel?

7 A. Right now the procedure is to have them
8 call the vendor directly and then notify the board
9 chairman to make sure that it is being repaired.

10 Q. How are your rural areas of the county
11 addressed?

12 A. We used a grid system which was numeric.
13 There's a few areas that have names. Either there
14 were existing names to the road, which the numeric
15 numbers were added to it, or with the grid system the
16 road ended up in two different spots. It went
17 diagonally, and they were just given a road name.

18 Q. Were new signs necessary due to the
19 readdressing of the county?

20 A. Yes, they were. We chose to redo the
21 whole county to make it all line up and make sure we
22 hadn't missed any roads.

1 Q. Have all the signs been erected?

2 A. Yes, they have.

3 Q. Can the database be queried by dispatchers
4 or any other person?

5 A. Not by the dispatchers but by the
6 maintenance people that we're using.

7 Q. Equipment vendor?'

8 A. No.

9 Q. No?

10 A. Not without -- they dial up. We can
11 restrict that too.

12 Q. Who do you mean by maintenance?

13 A. We have two people. Right now I have a
14 person that works for 9-1-1 that does the updating,
15 changes in the system.

16 Q. So kind of a 9-1-1 database person?

17 A. Yes.

18 Q. Okay.

19 A. And then we have another person in the
20 sheriff's department that does the downloads daily,
21 so they're entered daily.

22 Q. Is your database complete at this time?

1 A. Yes, it is.

2 Q. Does it have a one percent or less error
3 ratio?

4 A. My understanding it is. It's .06.

5 Q. How often is your database updated?

6 A. Daily.

7 Q. Is the database **backed up** anywhere?

8 A. Oh, regular business day daily, Monday
9 through Friday.

10 Q. Is the database backed up anywhere?

11 A. **It's** backed up at both facilities plus the
12 telephone company.

13 Q. Has the testing of the database and
14 network been completed?

15 A. Yes, it has.

16 Q. Can you just briefly describe what media
17 programs **you'll** use to publicize that 9-1-1 will be
18 available in your area?

19 A. We've been a Basic 9-1-1 system for
20 probably eight years, and during that time we do
21 public relations with the schools and programs like
22 that, but when we get ready to go Enhanced we'll

1 notify the media through a letter to each of the
2 newspapers and the one radio station we have.

3 Q. When would you propose that your 9-1-1
4 system will be ready to go on line?

5 A. March 1.

6 Q. March 1?

7 A. Of 2000.

8 Q. Okay.

9 A. Or as soon as possible.

10 Q. I'd like to make one more request. We had
11 some extensive discussion regarding your narrative on
12 your opting out certain exchanges and the handling of
13 other exchanges. Would it be feasible for Mason
14 County to provide notice to the Mason County
15 customers in the Chandlerville Exchange explaining
16 that their 9-1-1 service will be handled by Cass
17 County or the plans of the handling of their 9-1-1
18 calls so that they are informed?

19 A. We could probably send them a letter.

20 Q. Okay.

21 A. It's an area down there that's more of a
22 -- we'll be able to send them out. I'm not sure

1 that we'll reach everybody.

2 Q. Okay.

3 A. Because it's more of a hunting
4 facilities. There's not somebody there year round.

5 Q. So not really residential facilities?

6 A. Vacation, retirement. Not everyone down
7 there you'll get an answer from or may not see their
8 letter right away.

9 MS. SCHROLL: Okay. The concern would be that
10 they would understand how 9-1-1 is going to progress
11 for that particular area; that they will continue
12 receiving Basic 9-1-1 and that when Cass County goes
13 on line that they will be served by Cass County
14 versus Mason County.

15 That's all the questions I have for this
16 witness.

17 EXAMINER JONES: Mr. Griffin, I just have a few
18 follow-up questions on the opt-out situation. I just
19 want to make sure the record is clear on this.

20 EXAMINATION

21 BY EXAMINER JONES:

22 Q. The 73 customers in the Chandlerville

1 Exchange are customers located in Mason County. Is
2 that right?

3 A. Yes, they are.

4 Q. Now is Mason County presently providing
5 Basic 9-1-1 to these customers now?

6 A. Yes, we are.

7 Q. And are you saying that will continue to
8 be the case? That is, Mason will continue to provide
9 Basic 9-1-1 to these customers until Cass County goes
10 on line with Enhanced?

11 A. Yes, that's our plan.

12 Q. All right. Now regarding Logan County,
13 are New Holland, Middletown, and Greenview Exchanges
14 all exchanges that are primarily in Logan?

15 A. Yes, they are.

16 Q. Are there presently three customers in the
17 Middletown Exchange who are located physically in
18 Mason County?

19 A. Yes, there is.

20 Q. Now are these three customers receiving
21 9-1-1 service now?

22 A. Yes, they are.

1 Q. And that's from whom?

2 A. Logan County.

3 Q. And is that Enhanced?

4 A. Yes, it is.

5 Q. Now with the New Holland Exchange are you
6 saying that there are presently zero customers on the
7 Mason County side of **the boundary** line?

8 A. To the best of my knowledge today.

9 Q. Regarding Greenview, are there presently
10 zero customers on the Mason County side of the line?

11 A. **To** the best of my knowledge today there is
12 none.

13 Q. Now the contract you gave us for Logan
14 mentions New Holland. Is that right?

15 A. Yes, it does.

16 Q. Now Ms. **Schroll** asked you about signing a
17 contract with regard to Middletown. How about
18 Greenview? Will that contract cover Greenview also?

19 A. Yes, it will.

20 Q. And is it correct that the purpose of that
21 would be to provide for the Middletown and Greenview
22 customers in Mason County to receive Enhanced 9-1-1

1 from Logan?

2 A. Yes, it will be.

3 Q. Do you have any idea how long it would
4 take to come up with a contract with Logan for that
5 purpose?

6 A. I believe I could probably get it done
7 this week. To get it made up and changed, I could
8 probably get it done this week, but to get it signed
9 by them may take till their next business meeting.

10 Q. Do you know when that next meeting is?

11 A. Not right offhand.

12 Q. Is that something that you can get signed
13 and in here by the 1st of March do you think or not?

14 A. I'm not sure with those guys. I don't
15 know if I can do it by March 1st because they go
16 through their attorney, and even if it's just a
17 little two-word change, they've always done that. I
18 don't think I can guarantee that right at this
19 minute.

20 EXAMINER JONES: All right. That's all the
21 questions I have for you. Thank you.

22 (Witness excused.)

1 Ms. Schroll, did you have some questions
2 Eor anybody else?

3 MS. SCHROLL: Yes, I do, for the telephone
4 company witness.

5 EXAMINER JONES: All right. Why don't we go
6 ahead and swear you in this time as a witness. Would
7 you raise your right hand to be sworn, please.

8 (Whereupon the witness was
9 sworn by Examiner Jones.)

10 EXAMINER JONES: Okay. Go ahead and have a
11 seat.

12 Could you again identify yourself.

13 MS. LAMBERT: My name is Julie Lambert with
14 Gallatin River Communications.

15 EXAMINER JONES: Okay. I think Ms. Schroll may
16 have a few questions for you.

17 Ms. Schroll.

18

19

20

21

22

1 JULIE LAMBERT

2 called as a witness on behalf of Gallatin River
3 Communications, having been first duly sworn, was
4 examined and testified as follows:

5 EXAMINATION

6 BY MS. SCHROLL:

7 Q . Can you tell us whether the exchanges and
8 prefixes which are identified in Exhibit 5 of the
9 Petitioner's application are a true representation of
10 those in the proposed 9-1-1 system?

11 THE WITNESS:

12 A. Yes.

13 Q. What are the features associated with the
14 9-1-1 system?

15 A. The features are part of our DMS selective
16 router features which delivers an ANI. We have
17 default routing by trunk, prefix exchange. We have
18 an abandon call ANI delivery. We have call transfer
19 on no answer to an alternate PSAP. We have idle
20 tone. We have abandon call tone on disconnects,
21 forced disconnects, incoming call transfer. There's
22 speed calling, a two digit. There is a transfer key

1 which will reroute incoming calls to an alternate
2 PSAP with a manual key, which is an optional. There
3 are software upgrades. There is redundancy, and
4 there is Gallatin River maintenance, and it is also
5 possible for us to reroute calls to another backup
6 PSAP or an alternate PSAP.

7 Q. How many 9-1-1 PSAP trunks will be
8 provisioned for the primary PSAPs?

9 A. There are five, and we call them B links.

10 Q. What type of trunking arrangements will be
11 used with the system?

12 A. Well, let's see. We have two fiber routes
13 that go from the DMS router in Pekin, Illinois to
14 Havana, Illinois where the PSAP is located. One goes
15 down the Manito Blacktop to Havana, and then there's
16 one down Route 136.

17 Q. Are these dedicated facilities?

18 A. Yes, they are.

19 Q. Do you believe that the proposed network
20 diagram provides the required trunking configuration?

21 A. Yes.

22 Q. Will the telephone company's pay

1 telephones within the 9-1-1 system's boundaries
2 provide coin-free dialing?

3 A. Yes, they have, as they have been Basic.

4 Q. Will the telephone company's pay
5 telephones be placarded stating 9-1-1 or have they
6 been placarded?

7 A. Yes, they have been.

8 Q. Will customer-owned pay telephone service
9 providers be notified that 9-1-1 is utilized in the
10 proposed exchanges?

11 A. Yes, they have, as they've been Basic
12 also.

13 Q. Will alternate routing be utilized in this
14 system?

15 A. Yes.

16 Q. That's what I thought you said.

17 Are there any remote central offices within
18 the proposed 9-1-1 system?

19 A. Yes.

20 Q. Are they capable of standing alone?

21 A. Yes. They're all remotes off of Pekin,
22 Illinois.

1 Q. During and after hours how are PSAP
2 personnel to contact your company if a problem
3 occurs?

4 A. We have provided to the county a 24-hour
5 number as well as a letter stating our procedures.

6 Q. Will telephone company personnel advise
7 PSAP personnel regarding 9-1-1 outages, testing of
8 equipment and lines, or maintenance of the 9-1-1
9 lines?

10 A. Yes.

11 Q. Will the telephone company train
12 appropriate employees in the practices just
13 described?

14 A. Yes.

15 Q. Will the telephone company equipment
16 operate and tolerate power fluctuations or
17 interruptions?

18 A. Yes. We have a generator as well as a UPS
19 power supply.

20 Q. Will the 9-1-1 system be inoperable at any
21 time due to maintenance programs or for any other
22 reason?

1 A. Not on a regular basis.

2 Q. Will all the company's call boxes be
3 equipped with intrusion alarms?

4 A. Yes.

5 Q. Can the database be queried by dispatchers
6 or any other person?

7 A. The database are on-site databases, and I
8 don't know that I can answer for a dispatcher
9 querying it, but I can answer at our place that it
10 would not be queried.

11 Q. Where is your database located?

12 A. In Pekin, Illinois.

13 Q. Is the database complete?

14 A. Yes.

15 Q. Does it have a one percent or less error
16 ratio?

17 A. Yes.

18 Q. How often does the company update the
19 database?

20 A. On regular business days Monday through
21 Friday.

22 Q. Does the company back up the database

1 anywhere?

2 A. Yes, we do in Pekin.

3 Q. When does the 9-1-1 system plan to be on
4 line?

5 A. March 1st was the soft-cut date, and we
6 had proposed March 9th as hard cut.

7 Q. And your company believes this is a
8 reasonable time frame?

9 A. Yes.

10 MS. SCHROLL: That's all the questions I have
11 for this witness.

12 EXAMINER JONES: I just have a couple of
13 follow-up questions for you, Ms. Lambert.

14 EXAMINATION

15 BY EXAMINER JONES:

16 Q. When you were asked a question about
17 alternate routing, could you explain whether or to
18 what extent alternate routing will be used?

19 A. Well, on the two PSAPs, the alternate PSAP
20 had -- well, actually there are two primary PSAPs.
21 We can call forward after so many rings any type of
22 call that would come in that's not answered to either

1 one. It's a loop, so either one of the PSAPs. It's
2 an automatic feature that's already programmed. Also
3 on busy only, any trunks that are busy, it will go to
4 the alternate PSAP, and there's also -- the alternate
5 routing also there's diversity in the cables are
6 separate, the cable terminals for the cable pairs on
7 these trunks for both the police department and the
8 sheriff's department.

9 Q. One final question. You mentioned two
10 dates, one for soft cut and one for hard cut. Could
11 you just explain the difference between those two?

12 A. Soft cut is when we actually turn on
13 9-1-1, and hard cut is considered when you announce
14 to the public that they can now dial 9-1-1. Of
15 course they already have Basic 9-1-1. They're used
16 to doing that, but the soft cut would be when the
17 9-1-1 AN1 will hit the AL1 database for Enhanced
18 9-1-1.

19 Q. What will be the first date that a
20 customer would be able to access the Enhanced
21 features?

22 A. March 1st.

1 EXAMINER JONES: That's all the questions I
2 have. Thank you.

3 THE WITNESS: You're welcome.

4 (Witness excused.)

5 EXAMINER JONES: Ms. Schroll, are you ready to
6 make a recommendation?

7 MS. SCHROLL: Yes.

8 EXAMINER JONES: **Why don't** we go ahead and have
9 you sworn in as a witness here.

10 (Whereupon the witness was
11 sworn by Examiner Jones.)

12 EXAMINER JONES: Okay. Just go **ahead and**
13 identify yourself as a witness and just proceed with
14 your statement.

15 MARCI SCHROLL
16 called as a witness on behalf of the Staff of the
17 Illinois Commerce Commission, having been first duly
18 sworn, testified as follows:

19 DIRECT TESTIMONY

20 BY MS. SCHROLL: My name is **Marci** Schroll,
21 S-C-H-R-O-L-L. I'm the Assistant 9-1-1 Program
22 Director for the Illinois Commerce Commission.

1. Staff believes that this county has
2 basically met all of the requirements necessary to
3 put its P-1-1 Enhanced system on line.

4 However, there are two issues that still
5 need to be rectified, and Staff would request that
6 Mason County provide an inter-cooperative agreement
7 or an inter-agency agreement between Mason County and
8 Logan County regarding the Middletown and Greenview
9 Exchange prior to it going on line as a late-filed
10 exhibit.

11 Also, Staff would request that Mason County
12 send a notice out to all of the Mason County
13 customers in the Chandlerville Exchange explaining
14 where they will receive 9-1-1 service from.

15 And that's all.

16 EXAMINER JONES: Okay. Thank you.

17 Just one point of clarification. Is your
18 recommendation that Mason County provide the contract
19 or provide the Commission with a copy of the contract
20 with Logan covering those **two exchanges prior to**
21 going on line?

22 MS. SCHROLL: Yes.

1 EXAMINER JONES: Mr. Griffin, is Mason County
2 agreeable to those two conditions proposed by
3 Ms. Schroll?

4 MR. GRIFFIN: Yes, we are.

5 EXAMINER JONES: All right. That late exhibit
6 will be Number 4.

7 Let the record also show that Petitioner's
8 Exhibits 1, 2, and 3 are admitted into the
9 evidentiary record.

10 (Whereupon Petitioner's
11 Exhibits 1, 2, and 3 were
12 received into evidence.)

13 As noted a minute ago, leave is given to
14 Petitioner to submit Late-Filed Exhibit Number 4
15 pursuant to the agreement on the record between Staff
16 and Petitioner.

17 Ms. Schroll, does it matter to you whether
18 in putting together the agreement to be marked as
19 Exhibit Number 4 whether it's an amendment to the
20 existing agreement or a separate agreement? Does
21 that make any difference?

22 MS. SCHROLL: No, it doesn't matter.

1 EXAMINER JONES: Okay. I think that's all we
2 nave to take up today.

3 Do the parties have anything else for the
4 record before we conclude this hearing? Okay. Let
5 the record show no response.

6 At this time let the record show this
7 hearing is concluded.

8 As noted above, leave is given to Mason
9 County to submit the late exhibit.

10 At this time let the record show that this
11 matter is hereby marked Heard and Taken.

12 HEARD AND TAKEN
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1 STATE OF ILLINOIS)
2 COUNTY OF SANGAMON) SS
3 CASE NO.: 00-0042
4 TITLE: MASON COUNTY, ILLINOIS
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10 CERTIFICATE OF REPORTER

11 I, Cheryl A. Davis, do hereby certify that I am
12 a court reporter contracted by Sullivan Reporting
13 Company of Chicago, Illinois; that I reported in
14 shorthand the evidence taken and proceedings had on
15 the hearing on the above-entitled case on the 14th
16 day of February, 2000; that the foregoing 42 pages
17 are a true and correct transcript of my shorthand
18 notes so taken as aforesaid and contain all of the
19 proceedings directed by the Commission or other
20 persons authorized by it to conduct the said hearing
21 to be so stenographically reported.

22 Dated at Springfield, Illinois, on this 1st day
of March, A.D., 2000.



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